Troubleshooting Cisco IP Phone Service Applications

This chapter contains the following sections:

Troubleshooting Tips

The following tips apply to troubleshooting Cisco IP Phone service applications:

Tip Microsoft Internet Explorer 5 or higher can display the XML source with its default style sheet.

Tip Understand that standard IP troubleshooting techniques are important for HTTP errors.

Tip Externally verify name resolution (Phone has DNS set).

Tip   If DNS is suspected, use IP addresses in URLs.

Tip   Browse the URL in question with IE5 or download and verify with Netscape.

Use a logged telnet session to verify that the desired HTTP headers are returned (Telnet to the server on port 80; then, enter get /path/page).

XML Parsing Errors

The following tips apply to troubleshooting XML parsing errors in Cisco IP Phone services applications:

- Verify the object tags (the object tags are case sensitive).
- Verify that "&" and the other four special characters are used per the restrictions while inside the XML objects. See Chapter 2, "CiscoIPPhone XML Objects," for more information.

Error Messages

The following error messages may appear on the prompt line of the Cisco IP Phone display.

- `XML Error[4] = XML Parser error (Invalid Object)`
- `HTTP Error[8] = Unknown HTTP Error`
- `HTTP Error[10] = HTTP Connection Failed`

Refer to the *Cisco IP Phone Administration Guide for Cisco CallManager* for more information.